



Effective date September 9, 2010

Approved by Capital Region Board

## **EMAIL DISTRIBUTION LISTS**

### **PURPOSE**

To describe the administration of Board, Committee, and Task Force email distribution lists for the purposes of the distribution of Board, Committee, and Task Force documentation by CRB administration.

### **POLICY**

Email distribution lists are created for Board, Committee, and Task Force members, designated Board, Committee, and Task Force alternates, municipal Chief Administrative Officers (and equivalents) and designated Board, Committee, and Task Force support persons.

### **GUIDELINES**

1. CRB administration has in place distribution lists for the Board, Committees, and Task Forces of the Board, in accordance with their approved memberships, along with appropriate support lists.
2. Requested change(s) to distribution lists are to be received in writing from the municipality requesting change.
3. Notwithstanding Guideline 2, CRB administration shall maintain and update all distribution lists within two weeks following the requested change(s).
4. Email distribution lists are to be used for Capital Region Board purposes only.
5. A broadcast distribution list will include all elected officials from member municipalities. The broadcast distribution list will be notified with an attached agenda for Board, Committee and Task Force meetings and a link to the complete agenda package available on the Capital Region Board website and/or any other purpose deemed important by the CRB Chair or CEO.
6. Public access to the email distribution lists will be administered consistent with the Freedom of Information and Protection of Privacy Act.

Nolan Crouse, Board Chair

Revisions		
Date	Status	Comments
October 5, 2015	Amend	Cleaned up language. Allow provision for Chair and CEO to trigger a broadcast email.
February 11, 2016	Approved	Approved by CRB



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## **APPOINTMENT OF ACTING CHIEF EXECUTIVE OFFICER**

### **PURPOSE**

To ensure procedure for appointment of an Acting Chief Executive Officer.

### **POLICY**

Capital Region Board requires an Acting Chief Executive Officer in the absence of the Chief Executive Officer.

### **GUIDELINES**

1. The Chief Executive Officer shall appoint in writing an Acting Chief Executive Officer in his/her absence.
2. The Chief Executive Officer shall notify the Chair/Interim Chair and the Board of an appointment period greater than three weeks.
3. If the Chief Executive Officer is unable to appoint an Acting Chief Executive Officer, then the Chair/Interim Chair or the Board shall appoint an Acting Chief Executive Officer for three weeks or until the following Board meeting.

Nolan Crouse, Board Chair

Revisions		
Date	Status	Comments
February 11, 2016	Approved	Capital Region Board Approved.



### **PURPOSE**

To adopt a corporate records and information management program that standardizes the processes of managing the retention and destruction of the Capital Region Board's records and information.

### **POLICY**

A systematic and standardized process shall be in place to manage the retention and destruction of its records and information in order to comply with federal legislation, provincial legislation, privacy legislation and the Capital Region Board regulation, and fulfill its legal, fiscal, operational, and administrative obligations.

### **GUIDELINES**

1. This policy applies to all Board Members, Committee Members, Task Force Members, employees, agents, and contractors of the Capital Region Board.
2. CRB administration is responsible for ensuring compliance with Provincial and Federal records management requirements as a Growth Management Board.
3. Records in the care and custody of the CRB and its employees are the sole property of the CRB and, as such, shall be dated and managed in accordance with the CRB's records and information management program.
4. This policy applies to all records created, acquired or received by the CRB, its agents, or contractors.
5. Where records are in the possession of an agent or contractor such records shall be under the CRB's control when:
  - a. the record is specified in the contract as being under the control of CRB;
  - b. the content of the record relates to the CRB's mandate and functions;
  - c. the CRB has the authority to regulate the record's use and disposition;
  - d. the agent or contractor is a consultant and the record was created for the public body;
  - e. the contract permits the CRB to inspect, review or copy the records produced, received, or acquired.
6. Where the CRB requires an individual's personal information for administrative purposes, the CRB shall ensure that access to personal information is strictly limited to a "need to know" basis and that all personal information is protected from unauthorized access.
7. Personnel Records
  - a. Personnel records are the property of the CRB and shall contain data pertinent to recruitment and selection, leaves of absence, performance appraisal and evaluation, payroll and benefit data,

- discipline and commendation data, termination of employment, correspondence between the CRB and the employee, and information respecting staff development and achievement.
  - b. Personnel records shall be in the possession of the Chief Executive Officer or other authorized staff at all times.
  - c. Access to personnel records is limited to those employees who require the data contained in the file in order to perform their duties.
  - d. Employees shall have access to their record in the presence of the Chief Executive Officer or authorized staff, but shall not be allowed to remove the record or any part thereof, from the office where the personnel records are kept.
  - e. Upon request, employees shall be able to obtain copies of any documents in their personnel records.
  - f. CRB employees shall not divulge, in any form, information contained in personnel records except as required by law or with the written consent of said employee.
8. Documents shall all be date stamped or electronically dated.

Nolan Crouse, Board Chair

Document Tracking		
Date	Status	Comments
May 5, 2016	Update	Removed clauses that do not apply to CRB's current records management structure.
June 9, 2016	Approved	Approved by the Board



Effective date May 12, 2011

Approved by Capital Region Board

## **MEDIA AND COMMUNICATIONS**

### **PURPOSE**

To establish a strategy and process for communications and media management that may include the utilization of key messages, standard presentations, coordinating media responses and issuing press releases to maximize the Capital Region Board profile.

### **POLICY**

The Capital Region Board will build and maintain a good working relationship with the public, community organizations, governments and the media to ensure that the interests of the Board are advanced. Information provided will be accurate and reflect approved Board policies, the Capital Region Growth Plan, business plans and the Capital Region Board Regulation.- Requests from external organizations and media will be answered in a timely manner.

### **GUIDELINES**

1. The Board will develop and update as required an Advocacy & Communications Strategy for the Capital Region Board. The Strategy will include media relations.
2. The public, external organizations and Capital Region media will be invited to CRB meetings and other meetings as deemed appropriate.
3. The CEO will approve and distribute media advisories in advance of CRB meetings which will reflect the meeting agenda.
4. The Chair/Interim Chair and CEO will determine and distribute media releases following CRB meetings if meeting events are deemed to be newsworthy.
5. The CEO will receive enquiries from external organizations and the media and will answer questions that require factual or administrative information. If questions are of the political nature, then the CEO will refer the questions to the Chair/Interim Chair and/or the Committee Chairs.
6. The Chair/Interim Chair and the CEO will meet with external organizations and the Capital Region media as required with the objective of developing relationships and promoting the mandate of the Capital Region Board.
7. Key messages about the activities of the Capital Region Board will be determined each year, or as required, and delivered by the Chair/Interim Chair, Advocacy & Communications Committee members and the CEO.

8. Speaking engagements are an integral part of the Advocacy & Communications Strategy and presentations will be delivered by the Chair/Interim Chair, members of the CRB and the CEO.
9. All written correspondence to the Premier and Government of Alberta Ministers will be prepared under the signature of the Chair/Interim Chair. In situations in which timelines are short, Chairs of CRB Committees may provide written correspondence under their signatures.



Nolan Crouse, Board Chair

Revisions		
Date	Status	Comments
September 18, 2015	Update	Updated wording to reflect new terminology (CEO)
April 14, 2016	Approved	Board approved



Effective date September 9, 2010

Approved by Capital Region Board

## **ACCESS TO PUBLIC INFORMATION**

### **PURPOSE**

To provide procedures and guidelines with respect to requests for information from the public.

### **POLICY**

Subject to the provisions of the Freedom of Information and Protection of Privacy Act ("FOIP"), the Capital Region Board will, within a reasonable time after receiving a request from any person, furnish him or her with copies of allowable information from the Capital Region Board.

### **GUIDELINES**

1. Access to minutes and agendas of the CRB are available to the public in following ways:
  - a. Any person may, at all times, inspect the minutes of the said meetings online.
  - b. Agendas and minutes of the CRB will be made available on the CRB's website as per Policy G004 – Board Meeting Minutes.
2. Access to all or any documents, correspondence, and information that is in the possession of the CRB may be provided, unless determined by the Chief Executive Officer that the document, correspondence, and/or the information should be withheld in accordance with the Freedom of Information and Protection of Privacy Act.
3. FOIP request fees are determined by Provincial Legislation and will be:
  - \$25 for the initial request
  - \$50 for a continuing request
4. The fee will be \$6.75 per fifteen minutes to:
  - Prepare and handle a record for disclosure
  - Search, locate, retrieve, and copy a record
  - Supervise the examination of a record
5. Costs associated with FOIP requests, such as hardcopy requests, shall be born by the individual or organization submitting the FOIP request at a cost of 25 cents per page.

Nolan Crouse, Board Chair



Revisions		
Date	Status	Comments
October 20, 2015	Amend	Clarified and added cost for FOIP requests
February 11, 2016	Approved	Approved by CRB



Effective date September 9, 2010

Approved by Capital Region Board

## **INFORMATION TECHNOLOGY**

### **PURPOSE**

To ensure proper use of information technology on Capital Region Board systems and equipment.

### **POLICY**

The Capital Region Board (CRB) promotes information technology that assists users in performing their work duties. All data created or stored on CRB systems and equipment is the absolute property of the CRB. Security procedures shall be implemented to ensure the confidentiality, integrity and availability of such data. CRB uses software only in compliance with license agreements. No unlicensed software shall be installed on CRB systems and equipment.

### **GUIDELINES**

1. CRB's information technology includes, but is not limited to, electronic mail (e-mail) and the Internet. This technology provides an efficient and effective means of internal and external communications to improve work productivity.
2. CRB has an obligation to provide accurate, reliable information to authorized recipients, and preserve records. CRB is increasingly dependent on the accuracy, availability, and accessibility of information technology and on the computing and networking resources that store, process and transmit this information.
3. Records are to be protected from unauthorized modification, disclosure and destruction. Information, including data, hardware and software, is to be protected regardless of the form or medium that carries the information. Protection will be commensurate with the risk of exposure and with the value of the information and of the system or equipment.
4. Employees may use the Internet and e-mail:
  - a. to access technical and other information on work related topics to increase job knowledge;
  - b. to communicate with others relevant to their work; and
  - c. for incidental and occasional personal use within reasonable limits.
5. Systems and equipment are provided to employees for their use in performing their duties. Employees may take their equipment home or other offsite locations to conduct CRB business; however, employees must adhere to all guidelines as if they were using the systems and equipment in the CRB office. All employees of the CRB are responsible for using these systems in an effective, ethical and lawful manner. These systems should be used for the benefit of the CRB. All use should be congruent with the CRB's overall corporate policies and governance.

- 6. Inappropriate uses of CRB information technology includes:
  - a. attempting to defeat or circumvent any security measures, controls, accounting or record keeping systems;
  - b. using systems for unauthorized access;
  - c. intentionally altering, misappropriating, dismantling, disfiguring, disabling, or destroying any computing information and/or services;
  - d. using computing services for unlawful purposes including fraudulent, threatening, defamatory, harassing or obscene communications;
  - e. invading the privacy rights of anyone;
  - f. disclosing or using non-public information for unauthorized purposes; and
  - g. violating copyright laws.
  
- 7. The CRB reserves the right to monitor and/or log all network activity, with or without notice, including all website communications. Users should have no expectations of privacy in the use of these resources. Use of information technology in violation of this policy is prohibited and may lead to disciplinary action, up to and including termination.
  
- 8. Incidental and occasional personal use of CRB information systems is permitted. The overriding principle governing personal use of these resources is that reasonable and incidental unofficial use of CRB electronic resources is authorized only so long as;
  - a. CRB incurs no additional cost from that use, other than the minimal cost incurred from ordinary wear and tear and the use of minimal amounts of ink, toner or paper;
  - b. The use does not inappropriately interfere with official business;
  - c. It is not used in an illegal, offensive or inappropriate manner; and
  - d. At no time can any of the CRB's information technology be used for personal gain.

  
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 Nolan Crouse, Board Chair

Revisions		
Date	Status	Comments
February 11, 2016	Approved	Capital Region Board Approved.



Effective date October 13, 2016

Approved by Capital Region Board

## **MEDIA RELATIONS**

### **PURPOSE**

This policy for media relations provides for timely and accurate exposure of the Capital Region Board (CRB) decisions, programs, and activities to build regional awareness and enhance CRB's corporate reputation.

### **POLICY**

The Capital Region Board (CRB) shall build and maintain good working relationships with appropriate media and provide accurate and consistent information to them in order to more broadly communicate with members, regional stakeholders, and the public at large.

### **GUIDELINES**

1. The Chief Executive Officer (CEO) has overall responsibility for ensuring media relations and information provided to the media , and/or posted to social media, is consistent with the Advocacy and Communications Strategic Plan, approved Board positions, and consistent with the CRB brand.
2. To ensure media information needs are met in the most appropriate way, all media inquiries or requests for interviews or information concerning CRB shall be directed to the CEO or his/her delegate for action.
3. All responses to media inquiries and requests shall be factual, accurate, and timely.
4. Any Board member and the CEO or authorized delegate may share and speak with the media about information available in the public domain such as Board decisions, data, approved reports, programs, and activities.
5. On matters not in the public domain or of a political nature, the Chair of the CRB is the organization's official spokesperson. The Chair may seek assistance from other Board members to act as the lead on a particular issue.
6. To ensure brand and content consistency, all key messages for social media, media advisories, news releases, invitations to the media to attend CRB meeting and events, etc. shall be approved by the CEO and/or Board Chair before distribution.

Nolan Crouse, Board Chair

Document Tracking		
Date	Status	Comments
October 13, 2016	Approved	Board approved



### PURPOSE

To establish a advocacy and communications policy for the Capital Region Board.

### POLICY

The Capital Region Board (CRB) updates and approves annually an Advocacy and Communications Strategic Plan( the Plan) that meets advocacy and communications objectives and assists in achieving organizational goals.

### GUIDELINES

1. The Board Chair/Interim Chair is the primary spokesperson for the CRB.
2. The Board approves the Plan and the Chief Executive Officer (CEO) has overall responsibility to implement it, including orientation where and when required.
3. The Advocacy & Monitoring Committee provides leadership and oversight concerning CRB's advocacy and communications, and reviews the strategy annually, prior to Board review.
4. The CEO or his/her designate is responsible for evaluating the strategy and recommending any modifications that may be needed prior to approval by The Advocacy & Monitoring Committee.
5. Roles in implementing the Strategic Plan:
  - A. **CRB Board members and Advocacy & Monitoring Committee members**
    - Champion best practices by using approved Board positions and key messages when conducting advocacy and internal/external communications.
    - Role model CRB and regional ambassadorship as information agents.
    - Maintain relationships with other elected officials in member municipalities, the province, the federal government, communities, the media, and other key regional stakeholder groups.
  - B. **Board Chair**
    - Take direction from the Board and the Advocacy & Monitoring Committee on issues arising.
    - Role model CRB and regional ambassadorship by using Board positions and key messages when representing the CRB.
    - Maintain relationships with key elected officials in member municipalities, the Premier, Cabinet members, Capital Region MLAs, key federal ministers and regional MPs, the media, and elected officers of key regional stakeholder groups.

**C. Chief Executive Officer**

- Implement and oversee the processes, and identify and implement tools with other best practices, which enable the Board and the Advocacy & Monitoring Committee members to meet their advocacy and communications requirements.
- As first point of contact for members, media and the public, ensure brand management as a regional advocate, information agent, and CRB ambassador.
- Maintain relationships with the administrative heads of member municipalities, the province, and the federal government, as well as the key contacts in the media and other regional stakeholder groups.

**D. CRB Administration**

- Develop and maintain advocacy and communications tools as required
  - Act as regional information agents and CRB ambassadors
  - Maintain relationships with administration in member municipalities and other key regional stakeholder groups
6. The CRB Chair is the head of the organization and lead advocate. S/he may designate this responsibility to a Committee or Task Force Chair or another member when appropriate.
  7. Preferred communication protocols between various levels of leadership shall be respected and observed, as much as possible (i.e. organizational leader to organizational leader, elected official to elected official, senior administration to senior administration, etc.).
  8. All communications materials, including e.g. the CRB website, newsletters and correspondence, and event/promotional materials, shall conform to approved Board positions and reflect the CRB brand, and be approved by the CEO or his/her designate before distribution. In some cases this will be the Board Chair, and in sensitive matters this shall be the Board.
  9. When speaking with stakeholders about CRB, members and staff are expected to accurately communicate information about the organization and reflect the positions of the Board. The CEO or designate will provide the appropriate background required to meet these expectations, as time and circumstances allow.
  10. All member municipalities shall be notified of Regional Evaluation Framework (REF) applications according to REF procedures.

Nolan Crouse, Board Chair

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**CRB WEBSITE**

## PURPOSE

This policy for maintaining the official Capital Region Board (CRB) website provides for a streamlined, consistent, and accurate information source in an online platform for Board members, member municipalities and the general public.

## POLICY

In compliance with the Board’s Advocacy and Communications Strategic Plan, CRB Administration is responsible for managing the accuracy, currency, and usefulness of the Capital Region Board’s public website: [www.capitalregionboard.ab.ca](http://www.capitalregionboard.ab.ca).

## GUIDELINES

1. The CEO has overall responsibility for the development and maintenance of the website content and functionality, including the selection and procurement of website hardware, software and service provider(s).
2. The CEO oversees internal website policies and procedures to address website development and maintenance, e.g. website review (editing and legal), information management, social media, domain registration, marketing, branding compliance, and procedures for operational continuity, as required.
3. Website content shall include, but is not limited to, a description and history of Board, its mandate, membership, approved reports and plans, current working structures, Board, Committee and Task Force meeting packages, and REF applications. Content, including photos, shall be regional in nature.
4. As part of the Board’s annual update of its Advocacy and Communications Strategic Plan, CRB Administration will review website functionality and develop an annual work plan to maintain and further enhance the website as resources permit.

Nolan Crouse, Board Chair

Document Tracking		
Date	Status	Comments
October 13, 2016	Approved	Board approved